

Deborah.Easterling

008/24/12  
2381052

From: Deborah.Easterling  
Sent: Monday, August 27, 2012 3:26 PM  
To: 'Kat Masters'  
Subject: RE: Letter\_of\_Protest\_Form\_pub\_0001.pdf

Dear Mr. Masters,

This is to acknowledge receipt of your email to the Public Service Commission. I am forwarding your email and Letter of Protest to our Clerk's Office for processing. Your email and Letter of Protest will become a part of Docket No. 2012-177-WS and will be posted on our website under this docket.

Please let me know if you should require any additional information.

Sincerely,

Deborah Easterling  
Administrative Assistant

-----Original Message-----

From: Kat Masters [<mailto:Kat.Masters@Landfillgroup.com>]  
Sent: Monday, August 27, 2012 2:58 PM  
To: PSC\_Contact  
Cc: 'Kat Masters'  
Subject: Letter\_of\_Protest\_Form\_pub\_0001.pdf

Thank you for the opportunity to provide my input.

James Masters  
4072 Point Clear Drive  
Tega Cay, SC 29708

RECEIVED  
AUG 30 2012  
PSC SC  
MAIL / DMS



\* Required Fields

**Letter of Protest**  
**in Docket 2012 - 177 - WS**

**Print**

**Email**

Date: \* August 27, 2012

**Protestant Information:**

Name \* James Masters

Mailing Address \* 4072 Point Clear Drive

City, State Zip \* Tega Cay, SC 29708 Phone \* 704-641-7859

E-mail JMastersSC@gmail.com

**1. What is your connection or interest in this case? \* For example, are you a customer of the Company that is the subject of this pending proceeding? (This section must be completed. Attach additional information if necessary.)**

Customer of Tega Cay Water Service (Utilities Inc) since 1996

**2. Please give a concise statement of your protest. \* (This section must be completed. Attach additional information if necessary.)**

This letter is to officially register my protest against allowing TCWS to raise our water and sewer rates AGAIN. As recently as 2010, they were allowed an 18% increase which was to provide funding for repairs and upgrades to the water system. These repairs have not taken place and our water quality remains poor.

We are requesting that the Commissioners reject the proposed increase. Poor business management by the water company should not cost the customers more and more money.

**3. Do you wish to make an appearance at a hearing in this proceeding , if scheduled, and offer sworn testimony? \***

No, thank you. We're trusting the Commission to make a decision that is in all our best interests.

## Deborah.Easterling

---

**From:** Deborah.Easterling  
**Sent:** Monday, August 27, 2012 3:18 PM  
**To:** 'Kat Masters'  
**Subject:** RE: Letter of Protest Form

Dear Ms. Masters,

This is to acknowledge receipt of your email to the Public Service Commission. I am forwarding your email and Letter of Protest to our Clerk's Office for processing. Your email and Letter of Protest will become a part of Docket No. 2012-177-WS and will be posted on our website under this docket.

Please let me know if you should require any additional information.

Sincerely,

Deborah Easterling  
Administrative Assistant

---

**From:** Kat Masters [<mailto:Kat.Masters@Landfillgroup.com>]  
**Sent:** Monday, August 27, 2012 10:42 AM  
**To:** PSC\_Contact  
**Cc:** [katmasters@hotmail.com](mailto:katmasters@hotmail.com); 'James Masters'; 'Kat Masters'  
**Subject:** Letter of Protest Form

Thank you for the opportunity to provide input.

Kathleen Masters  
4072 Point Clear Drive  
Tega Cay, SC 29708

## Kat Masters

Kat Masters  
Controller  
Enerdyne Power Systems, Inc  
10600 Nations Ford Rd, Suite 150  
Charlotte, NC 28273  
704-641-6698 - Mobile  
704-844-8990 - Office  
704-844-8994 - Fax

[Kat.Masters@LandfillGroup.com](mailto:Kat.Masters@LandfillGroup.com)  
[www.EnerdynePowerSystems.com](http://www.EnerdynePowerSystems.com)



\* Required Fields

**Letter of Protest**  
**in Docket 2012 - 177 - WS**

**Print**

**Email**

Date: \* August 27, 2012

**Protestant Information:**

Name \* Kathleen Masters

Mailing Address \* 4072 Point Clear Drive

City, State Zip \* Tega Cay, SC 29708 Phone \* 704-641-6698

E-mail katmasters@hotmail.com

**1. What is your connection or interest in this case? \* For example, are you a customer of the Company that is the subject of this pending proceeding? (This section must be completed. Attach additional information if necessary.)**

I have been a customer of Tega Cay Water Service (Utilities Inc) since 1996.

**2. Please give a concise statement of your protest. \* (This section must be completed. Attach additional information if necessary.)**

Over the years, this company has been granted multiple rate increases - most recently an increase of 18% in 2010. My concern is that I do not see this company in the community doing routine maintenance or updates, and we continue to experience failures. I have recently installed a whole house water filter because we are concerned about the quality of the water we are receiving. Anything I say about quality is a repeat of what the Commission heard in 2010.

I believe this company was charged by SCDHEC in 2010 to provide a plan for infrastructure and maintenance. I would like to know if it was done and further, if they are actually implementing the plan.

We cannot afford to continue giving this company more and more money - the mismanagement should not be at the (never ending) expense of the citizens and customers in Tega Cay.

**3. Do you wish to make an appearance at a hearing in this proceeding, if scheduled, and offer sworn testimony? \***

No, thank you. I will trust the Commission to act in my best interest.